

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - First Contact Resolution	
				Low	FCR Total
Commerce	Application Development	Clifford Tomlinson	None	8	8
				8	8
		Product Total		8	8
				8	8
		Assigned to Individual Total		8	8
				8	8
	Application Services	Martin Gonzalez	Gmail	1	1
				1	1
		Product Total		1	1
				1	1
		Paul Lundell	Novell GroupWise	2	2
				0	0
		Product Total		2	2
				0	0
		Assigned to Individual Total		3	3
				1	1
	Application Support	Austin Haws	None	2	2
				2	2
		Product Total		2	2
				2	2
		Karen Duncan	License Enforcement	2	2
				0	0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	FCR Total
Commerce	Application Support	Karen Duncan	Product Total	20	20
		Mya Taaffe	Content Manager	11	11
			None	31	31
			Product Total	42	42
		Assigned to Individual Total		84	84
	Campus Networking	David Sedei	None	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Help Desk	Eileen Dubach	Novell Messenger	11	11
			Product Total	11	11
		Julie VanBeekum	Microsoft Office	11	11
			None	1212	1212
			Novell eDirectory	22	22
			Novell GroupWise	66	66

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	FCR Total	
Commerce	Help Desk	Julie VanBeekum	Novell Messenger	1 1	1 1	
			Product Total	22 22	22 22	
		Assigned to Individual Total			23 23	23 23
		Metro A Desktop Support	Nancy Hachmeister	None	3 1	3 1
				Product Total	3 1	3 1
			Rodney Austin	License Enforcement	3 0	3 0
	Microsoft Office Professional 2010			2 0	2 0	
	Microsoft Windows XP			1 0	1 0	
	None			37 14	37 14	
	Novell Client for 32-bit Windows			1 0	1 0	
	Novell eDirectory			3 2	3 2	
	Novell GroupWise			4 0	4 0	
	PGP			1 0	1 0	
	ZENworks for Desktops			10 2	10 2	

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	FCR Total
Commerce	Metro A Desktop Support	Rodney Austin	Product Total	62 18	62 18
		Assigned to Individual Total		65 19	65 19
	Metro A Help Desk	Cindy Schroeder	None	2 2	2 2
			Novell Client for 32-bit Windows	2 2	2 2
			Novell GroupWise	1 1	1 1
			Product Total	5 5	5 5
		Ed Conrad	Microsoft Word	1 1	1 1
			Novell Client for 32-bit Windows	2 2	2 2
			Novell GroupWise	1 1	1 1
			Product Total	4 4	4 4
		Liz Evans	None	1 1	1 1
			Novell Client for 32-bit Windows	1 1	1 1
			Novell GroupWise	1 0	1 0
			Product Total	3 2	3 2

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	FCR Total
Commerce	Metro A Help Desk	Assigned to Individual Total		12	12
				11	11
	Metro A Hosting	Tom Carney	None	1	1
				0	0
		Product Total		1	1
				0	0
		Assigned to Individual Total		1	1
				0	0
	Metro C Help Desk	Cindy Romrell	None	1	1
				1	1
			Novell Client for 32-bit Windows	1	1
				1	1
		Product Total		2	2
				2	2
		Torrens Arnold	Novell Client for 32-bit Windows	1	1
				1	1
			Product Total	1	1
				1	1
		Assigned to Individual Total		3	3
				3	3
	Metro C West Desktop Support	Jared B Jensen	None	1	1
				1	1
		Product Total		1	1
				1	1
		Assigned to Individual Total		1	1
				1	1
	Strategic Communications	Luis Larios	None	1	1
				0	0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	FCR Total
Commerce	Strategic Communications	Luis Larios	Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Voice Operations	Britany Finlay	None	1 0	1 0
			Telephone	2 0	2 0
			Product Total	3 0	3 0
		Kelly Johnson	Telephone	1 0	1 0
			Product Total	1 0	1 0
		Leon Owen	Telephone	1 0	1 0
			Product Total	1 0	1 0
		Romanza Hamblin	Telephone	1 1	1 1
			Product Total	1 1	1 1
		Assigned to Individual Total		6 1	6 1
	Voice/Data/WAN Services	Spencer Blodgett	Telephone	1 0	1 0
			Product Total	1 0	1 0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

			Low	FCR Total
Commerce	Voice/Data/WAN Services	Assigned to Individual Total	10	10
	Customer Company Total		13371	13371
Customer Company Total			13371	13371

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Initial Response	
				Low	MIR Total
Commerce	Application Development	Clifford Tomlinson	None	8 0	8 0
			Product Total	8 0	8 0
		Assigned to Individual Total		8 0	8 0
	Application Services	Martin Gonzalez	Gmail	1 0	1 0
			Product Total	1 0	1 0
		Paul Lundell	Novell GroupWise	2 0	2 0
			Product Total	2 0	2 0
		Assigned to Individual Total		3 0	3 0
	Application Support	Austin Haws	None	2 0	2 0
			Product Total	2 0	2 0
		Karen Duncan	License Enforcement	2 0	2 0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	MIR Total
Commerce	Application Support	Karen Duncan	Product Total	2	2
				0	0
		Mya Taaffe	Content Manager	1	1
			None	3	3
			Product Total	4	4
		Assigned to Individual Total		8	8
	Campus Networking	David Sedei	None	1	1
			Product Total	1	1
		Assigned to Individual Total		1	1
	Help Desk	Eileen Dubach	Novell Messenger	1	1
			Product Total	1	1
		Julie VanBeekum	Microsoft Office	1	1
			None	12	12
			Novell eDirectory	2	2
			Novell GroupWise	6	6
				0	0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	MIR Total
Commerce	Help Desk	Julie VanBeekum	Novell Messenger	1 0	1 0
			Product Total	22 0	22 0
		Assigned to Individual Total		23 0	23 0
	Metro A Desktop Support	Nancy Hachmeister	None	3 0	3 0
			Product Total	3 0	3 0
		Rodney Austin	License Enforcement	3 0	3 0
			Microsoft Office Professional 2010	2 0	2 0
			Microsoft Windows XP	1 0	1 0
			None	37 0	37 0
			Novell Client for 32-bit Windows	1 1	1 1
			Novell eDirectory	3 0	3 0
			Novell GroupWise	4 0	4 0
			PGP	1 0	1 0
			ZENworks for Desktops	10 0	10 0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	MIR Total
Commerce	Metro A Desktop Support	Rodney Austin	Product Total	62 1	62 1
		Assigned to Individual Total		65 1	65 1
	Metro A Help Desk	Cindy Schroeder	None	2 0	2 0
			Novell Client for 32-bit Windows	2 0	2 0
			Novell GroupWise	1 0	1 0
			Product Total	5 0	5 0
		Ed Conrad	Microsoft Word	1 0	1 0
			Novell Client for 32-bit Windows	2 0	2 0
			Novell GroupWise	1 0	1 0
			Product Total	4 0	4 0
		Liz Evans	None	1 0	1 0
			Novell Client for 32-bit Windows	1 0	1 0
			Novell GroupWise	1 0	1 0
			Product Total	3 0	3 0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	MIR Total
Commerce	Metro A Help Desk	Assigned to Individual Total		12 0	12 0
	Metro A Hosting	Tom Carney	None	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Metro C Help Desk	Cindy Romrell	None	1 0	1 0
			Novell Client for 32-bit Windows	1 0	1 0
			Product Total	2 0	2 0
		Torrens Arnold	Novell Client for 32-bit Windows	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		3 0	3 0
	Metro C West Desktop Support	Jared B Jensen	None	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Strategic Communications	Luis Larios	None	1 0	1 0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	MIR Total
Commerce	Strategic Communications	Luis Larios	Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Voice Operations	Britany Finlay	None	1 0	1 0
			Telephone	2 0	2 0
			Product Total	3 0	3 0
		Kelly Johnson	Telephone	1 0	1 0
			Product Total	1 0	1 0
		Leon Owen	Telephone	1 0	1 0
			Product Total	1 0	1 0
		Romanza Hamblin	Telephone	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		6 0	6 0
	Voice/Data/WAN Services	Spencer Blodgett	Telephone	1 0	1 0
			Product Total	1 0	1 0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

			Low	MIR Total
Commerce	Voice/Data/WAN Services	Assigned to Individual Total	10	10
	Customer Company Total		1331	1331
Customer Company Total			1331	1331

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number -Average time in hours	
				Low	ATTIR Total
Commerce	Application Development	Clifford Tomlinson	None	8 0.00	8 0.00
			Product Total	8 0.00	8 0.00
		Assigned to Individual Total		8 0.00	8 0.00
	Application Services	Martin Gonzalez	Gmail	1 0.26	1 0.26
			Product Total	1 0.26	1 0.26
		Paul Lundell	Novell GroupWise	2 0.11	2 0.11
			Product Total	2 0.11	2 0.11
		Assigned to Individual Total		3 0.16	3 0.16
	Application Support	Austin Haws	None	2 0.00	2 0.00
			Product Total	2 0.00	2 0.00
		Karen Duncan	License Enforcement	2 0.00	2 0.00

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	ATTIR Total
Commerce	Application Support	Karen Duncan	Product Total	2 0.00	2 0.00
		Mya Taaffe	Content Manager	1 0.53	1 0.53
			None	3 0.00	3 0.00
			Product Total	4 0.13	4 0.13
		Assigned to Individual Total		8 0.07	8 0.07
	Campus Networking	David Sedei	None	1 0.22	1 0.22
			Product Total	1 0.22	1 0.22
		Assigned to Individual Total		1 0.22	1 0.22
	Help Desk	Eileen Dubach	Novell Messenger	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Julie VanBeekum	Microsoft Office	1 0.00	1 0.00
			None	12 0.00	12 0.00
			Novell eDirectory	2 0.00	2 0.00
			Novell GroupWise	6 0.00	6 0.00

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	ATTIR Total
Commerce	Help Desk	Julie VanBeekum	Novell Messenger	1 0.00	1 0.00
			Product Total	22 0.00	22 0.00
		Assigned to Individual Total		23 0.00	23 0.00
	Metro A Desktop Support	Nancy Hachmeister	None	3 0.01	3 0.01
			Product Total	3 0.01	3 0.01
		Rodney Austin	License Enforcement	3 0.03	3 0.03
			Microsoft Office Professional 2010	2 0.03	2 0.03
			Microsoft Windows XP	1 0.00	1 0.00
			None	37 0.06	37 0.06
			Novell Client for 32-bit Windows	1 1.29	1 1.29
			Novell eDirectory	3 0.08	3 0.08
			Novell GroupWise	4 0.32	4 0.32
			PGP	1 0.26	1 0.26
			ZENworks for Desktops	10 0.04	10 0.04

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	ATTIR Total
Commerce	Metro A Desktop Support	Rodney Austin	Product Total	62 0.09	62 0.09
		Assigned to Individual Total		65 0.09	65 0.09
	Metro A Help Desk	Cindy Schroeder	None	2 0.00	2 0.00
			Novell Client for 32-bit Windows	2 0.00	2 0.00
			Novell GroupWise	1 0.00	1 0.00
			Product Total	5 0.00	5 0.00
		Ed Conrad	Microsoft Word	1 0.00	1 0.00
			Novell Client for 32-bit Windows	2 0.18	2 0.18
			Novell GroupWise	1 0.06	1 0.06
			Product Total	4 0.11	4 0.11
		Liz Evans	None	1 0.00	1 0.00
			Novell Client for 32-bit Windows	1 0.00	1 0.00
			Novell GroupWise	1 0.07	1 0.07
			Product Total	3 0.02	3 0.02

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	ATTIR Total
Commerce	Metro A Help Desk	Assigned to Individual Total		12 0.04	12 0.04
	Metro A Hosting	Tom Carney	None	1 0.15	1 0.15
			Product Total	1 0.15	1 0.15
		Assigned to Individual Total		1 0.15	1 0.15
	Metro C Help Desk	Cindy Romrell	None	1 0.00	1 0.00
			Novell Client for 32-bit Windows	1 0.00	1 0.00
			Product Total	2 0.00	2 0.00
		Torrens Arnold	Novell Client for 32-bit Windows	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total		3 0.00	3 0.00
	Metro C West Desktop Support	Jared B Jensen	None	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total		1 0.00	1 0.00
	Strategic Communications	Luis Larios	None	1 0.72	1 0.72

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	ATTIR Total
Commerce	Strategic Communications	Luis Larios	Product Total	1 0.72	1 0.72
			Assigned to Individual Total	1 0.72	1 0.72
	Voice Operations	Britany Finlay	None	1 0.12	1 0.12
			Telephone	2 0.46	2 0.46
			Product Total	3 0.34	3 0.34
		Kelly Johnson	Telephone	1 0.23	1 0.23
			Product Total	1 0.23	1 0.23
		Leon Owen	Telephone	1 0.10	1 0.10
			Product Total	1 0.10	1 0.10
		Romanza Hamblin	Telephone	1 0.14	1 0.14
			Product Total	1 0.14	1 0.14
		Assigned to Individual Total		6 0.25	6 0.25
	Voice/Data/WAN Services	Spencer Blodgett	Telephone	1 0.45	1 0.45
			Product Total	1 0.45	1 0.45

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

			Low	ATTIR Total
Commerce	Voice/Data/WAN Services	Assigned to Individual Total	1 0.45	1 0.45
	Assigned Group Total		133 0.08	133 0.08
Customer Company Total			133 0.08	133 0.08

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	MR Total
Commerce	Application Development	Clifford Tomlinson	None	8 0	8 0
			Product Total	8 0	8 0
		Assigned to Individual Total		8 0	8 0
	Application Services	Martin Gonzalez	Gmail	1 0	1 0
			Product Total	1 0	1 0
		Paul Lundell	Novell GroupWise	2 0	2 0
			Product Total	2 0	2 0
		Assigned to Individual Total		3 0	3 0
	Application Support	Austin Haws	None	2 0	2 0
			Product Total	2 0	2 0
		Karen Duncan	License Enforcement	2 0	2 0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	MR Total
Commerce	Application Support	Karen Duncan	Product Total	20	20
		Mya Taaffe	Content Manager	10	10
			None	30	30
			Product Total	40	40
		Assigned to Individual Total		80	80
	Campus Networking	David Sedei	None	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Help Desk	Eileen Dubach	Novell Messenger	10	10
			Product Total	10	10
		Julie VanBeekum	Microsoft Office	10	10
			None	120	120
			Novell eDirectory	20	20
			Novell GroupWise	60	60

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	MR Total
Commerce	Help Desk	Julie VanBeekum	Novell Messenger	1 0	1 0
			Product Total	22 0	22 0
		Assigned to Individual Total		23 0	23 0
	Metro A Desktop Support	Nancy Hachmeister	None	3 0	3 0
			Product Total	3 0	3 0
		Rodney Austin	License Enforcement	3 0	3 0
			Microsoft Office Professional 2010	2 0	2 0
			Microsoft Windows XP	1 0	1 0
			None	37 0	37 0
			Novell Client for 32-bit Windows	1 0	1 0
			Novell eDirectory	3 0	3 0
			Novell GroupWise	4 0	4 0
			PGP	1 0	1 0
			ZENworks for Desktops	10 0	10 0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	MR Total
Commerce	Metro A Desktop Support	Rodney Austin	Product Total	62 0	62 0
		Assigned to Individual Total		65 0	65 0
	Metro A Help Desk	Cindy Schroeder	None	2 0	2 0
			Novell Client for 32-bit Windows	2 0	2 0
			Novell GroupWise	1 0	1 0
			Product Total	5 0	5 0
		Ed Conrad	Microsoft Word	1 0	1 0
			Novell Client for 32-bit Windows	2 0	2 0
			Novell GroupWise	1 0	1 0
			Product Total	4 0	4 0
		Liz Evans	None	1 0	1 0
			Novell Client for 32-bit Windows	1 0	1 0
			Novell GroupWise	1 0	1 0
			Product Total	3 0	3 0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	MR Total
Commerce	Metro A Help Desk	Assigned to Individual Total		12 0	12 0
	Metro A Hosting	Tom Carney	None	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Metro C Help Desk	Cindy Romrell	None	1 0	1 0
			Novell Client for 32-bit Windows	1 0	1 0
			Product Total	2 0	2 0
		Torrens Arnold	Novell Client for 32-bit Windows	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		3 0	3 0
	Metro C West Desktop Support	Jared B Jensen	None	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Strategic Communications	Luis Larios	None	1 0	1 0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	MR Total
Commerce	Strategic Communications	Luis Larios	Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Voice Operations	Britany Finlay	None	1 0	1 0
			Telephone	2 0	2 0
			Product Total	3 0	3 0
		Kelly Johnson	Telephone	1 0	1 0
			Product Total	1 0	1 0
		Leon Owen	Telephone	1 0	1 0
			Product Total	1 0	1 0
		Romanza Hamblin	Telephone	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		6 0	6 0
	Voice/Data/WAN Services	Spencer Blodgett	Telephone	1 0	1 0
			Product Total	1 0	1 0

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

			Low	MR Total
Commerce	Voice/Data/WAN Services	Assigned to Individual Total	10	10
	Assigned Group Total		1330	1330
Customer Company Total			1330	1330

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours	
				Low	ATTR Total
Commerce	Application Development	Clifford Tomlinson	None	8 0.00	8 0.00
			Product Total	8 0.00	8 0.00
		Assigned to Individual Total		8 0.00	8 0.00
	Application Services	Martin Gonzalez	Gmail	1 3.11	1 3.11
			Product Total	1 3.11	1 3.11
		Paul Lundell	Novell GroupWise	2 0.23	2 0.23
			Product Total	2 0.23	2 0.23
		Assigned to Individual Total		3 1.19	3 1.19
	Application Support	Austin Haws	None	2 0.00	2 0.00
			Product Total	2 0.00	2 0.00
		Karen Duncan	License Enforcement	2 3.98	2 3.98

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	ATTR Total
Commerce	Application Support	Karen Duncan	Product Total	2 3.98	2 3.98
		Mya Taaffe	Content Manager	1 0.53	1 0.53
			None	3 0.49	3 0.49
			Product Total	4 0.50	4 0.50
		Assigned to Individual Total			8 1.24
	Campus Networking	David Sedei	None	1 0.87	1 0.87
			Product Total	1 0.87	1 0.87
		Assigned to Individual Total			1 0.87
	Help Desk	Eileen Dubach	Novell Messenger	1 0.65	1 0.65
			Product Total	1 0.65	1 0.65
		Julie VanBeekum	Microsoft Office	1 0.00	1 0.00
			None	12 0.00	12 0.00
			Novell eDirectory	2 0.00	2 0.00
			Novell GroupWise	6 0.00	6 0.00

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	ATTR Total
Commerce	Help Desk	Julie VanBeekum	Novell Messenger	1 0.00	1 0.00
			Product Total	22 0.00	22 0.00
		Assigned to Individual Total		23 0.03	23 0.03
	Metro A Desktop Support	Nancy Hachmeister	None	3 0.22	3 0.22
			Product Total	3 0.22	3 0.22
		Rodney Austin	License Enforcement	3 0.67	3 0.67
			Microsoft Office Professional 2010	2 0.36	2 0.36
			Microsoft Windows XP	1 0.76	1 0.76
			None	37 0.76	37 0.76
			Novell Client for 32-bit Windows	1 1.29	1 1.29
			Novell eDirectory	2 0.63	2 0.63
			Novell GroupWise	4 2.75	4 2.75
			PGP	1 0.32	1 0.32
			ZENworks for Desktops	10 0.47	10 0.47

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	ATTR Total
Commerce	Metro A Desktop Support	Rodney Austin	Product Total	61 0.82	61 0.82
		Assigned to Individual Total		64 0.79	64 0.79
	Metro A Help Desk	Cindy Schroeder	None	2 0.00	2 0.00
			Novell Client for 32-bit Windows	2 0.06	2 0.06
			Novell GroupWise	1 0.00	1 0.00
			Product Total	5 0.03	5 0.03
		Ed Conrad	Microsoft Word	1 0.24	1 0.24
			Novell Client for 32-bit Windows	2 0.34	2 0.34
			Novell GroupWise	1 1.23	1 1.23
			Product Total	4 0.54	4 0.54
		Liz Evans	None	1 0.00	1 0.00
			Novell Client for 32-bit Windows	1 0.00	1 0.00
			Novell GroupWise	1 0.30	1 0.30
			Product Total	3 0.10	3 0.10

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	ATTR Total
Commerce	Metro A Help Desk	Assigned to Individual Total		12 0.21	12 0.21
	Metro A Hosting	Tom Carney	None	1 0.44	1 0.44
			Product Total	1 0.44	1 0.44
		Assigned to Individual Total		1 0.44	1 0.44
	Metro C Help Desk	Cindy Romrell	None	1 0.00	1 0.00
			Novell Client for 32-bit Windows	1 0.00	1 0.00
			Product Total	2 0.00	2 0.00
		Torrens Arnold	Novell Client for 32-bit Windows	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total		3 0.00	3 0.00
	Metro C West Desktop Support	Jared B Jensen	None	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total		1 0.00	1 0.00
	Strategic Communications	Luis Larios	None	1 1.99	1 1.99

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

				Low	ATTR Total	
Commerce	Strategic Communications	Luis Larios	Product Total	1 1.99	1 1.99	
		Assigned to Individual Total		1 1.99	1 1.99	
	Voice Operations	Britany Finlay	None	1 0.17	1 0.17	
			Telephone	2 0.68	2 0.68	
			Product Total	3 0.51	3 0.51	
		Kelly Johnson	Telephone	1 0.23	1 0.23	
			Product Total	1 0.23	1 0.23	
		Leon Owen	Telephone	1 0.10	1 0.10	
			Product Total	1 0.10	1 0.10	
		Romanza Hamblin	Telephone	1 0.28	1 0.28	
			Product Total	1 0.28	1 0.28	
		Assigned to Individual Total		6 0.36	6 0.36	
		Voice/Data/WAN Services	Spencer Blodgett	Telephone	1 0.45	1 0.45
				Product Total	1 0.45	1 0.45

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

			Low	ATTR Total
Commerce	Voice/Data/WAN Services	Assigned to Individual Total	1 0.45	1 0.45
	Assigned Group Total		132 0.56	132 0.56
Customer Company Total			132 0.56	132 0.56

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

Detail

INC000000416680	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	1.13
INC000000454919	Tom Harper	PC/Laptop	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	3.19
INC000000455198	Debbie Harry	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.96
INC000000455221	Jim Grant	Network	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.71
INC000000455329	Robert Italasano	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.01
INC000000455497	Lynn Hooper	PC/Laptop	Performance	None		TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.64
INC000000455703	Jody Woolf	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.54
INC000000455722	Carolyn Dennis	Application	Error	License Enforcement System		TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.88
INC000000455790	Barbara Waters	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	0.18
INC000000455814	Allyson Robinson	None	None	None		TIR Missed: No	0.35
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.48
INC000000455898	Eric Orton	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.10
INC000000456215	Dane Ishihara	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000456306	Connie Call	None	None	None		TIR Missed: No	0.21
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.67
INC000000456435	Bryce Jacobson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.01
INC000000456543	William Duncan	Application	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000456583	David B Taylor	Telecom	Voice Mail	Telephone		TIR Missed: No	0.76
	Voice Operations	Britany Finlay	Commerce	Low	Closed	TTR Missed: No	0.91

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

INC000000457099	Cheryl Murray Metro A Help Desk	Application Ed Conrad	Error Commerce	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.24
INC000000457107	Rich Oborn Application Services	Application Paul Lundell	None Commerce	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.22 0.47
INC000000457215	Dennis Meservy Help Desk	Application Julie VanBeekum	None Commerce	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000457443	Marvin Sims Application Support	None Austin Haws	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000457487	Marvin Sims Application Support	None Austin Haws	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000457494	Pamela Bennett Voice Operations	Telecom Leon Owen	Call/Receive Commerce	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.10 0.10
INC000000457511	Al Zadeh Metro A Desktop Support	Application Rodney Austin	Password Commerce	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.26 0.32
INC000000458061	Lauree Larson Application Support	None Mya Taaffe	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.15
INC000000458336	Travis Scott Metro C Help Desk	Network Cindy Romrell	Password Commerce	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000458377	Travis Scott Metro C Help Desk	Network Cindy Romrell	Password Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000458692	Tom Harper Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.65
INC000000458913	Traci Gundersen Voice Operations	Telecom Britany Finlay	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.17
INC000000459133	Jeff Henrie Application Development	None Clifford Tomlinson	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000459220	Brenda Salter Metro A Desktop Support	Application Rodney Austin	Error Commerce	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 4.72
INC000000459294	Daniel L. Briggs Help Desk	Application Julie VanBeekum	None Commerce	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000459303	Yvonne King Metro A Desktop Support	Network Nancy Hachmeister	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000459564	Mark Steinagel Help Desk	Application Eileen Dubach	Error Commerce	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.65

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

INC000000459770	Julie Price	Telecom	Call Management	Telephone		TIR Missed: No	0.16
	Voice Operations	Britany Finlay	Commerce	Low	Closed	TTR Missed: No	0.44
INC000000460128	Jody Woolf	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.57
INC000000460202	Jeff Henrie	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000460211	Marvin Sims	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000460717	David B Taylor	Network	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000460987	Kimberley Lesh	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.22
INC000000461343	Bryce Jacobson	PC/Laptop	Performance	None		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.52
INC000000461520	Julie Price	PC/Laptop	Performance	None		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.05
INC000000461767	Kurtis Hughes	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.31
INC000000461986	Travis Scott	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000461992	Yvonne King	Application	Error	License Enforcement System		TIR Missed: No	0.00
	Application Support	Karen Duncan	Commerce	Low	Closed	TTR Missed: No	3.74
INC000000462158	Missie Stoffel	Application	None	Novell GroupWise		TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	2.93
INC000000462165	Brenda Salter	Network	None	ZENworks for Desktops		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.57
INC000000462227	Traci Gundersen	Network	None	Novell eDirectory		TIR Missed: No	0.14
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.31
INC000000462237	Michael Olsen	Network	None	None		TIR Missed: No	0.22
	Campus Networking	David Sedei	Commerce	Low	Closed	TTR Missed: No	0.87
INC000000462262	Elliot Lawrence	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	4.55
INC000000462297	Cyndy Nelson	Network	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.10

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

INC000000462305	Ben Jones Metro A Help Desk	Network Cindy Schroeder	Password Commerce	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000462459	Cyndy Nelson Metro A Help Desk	Network Cindy Schroeder	Password Commerce	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000462537	Jimmy Betham Metro A Desktop Support	PC/Laptop Rodney Austin	Virus Commerce	None Low	Resolved TIR Missed: No TTR Missed: No	0.02 3.58
INC000000462715	Connie Call Application Support	Application Karen Duncan	Error Commerce	License Enforcement System Low	Closed TIR Missed: No TTR Missed: No	0.00 4.21
INC000000462717	Nadia Mahallati Metro A Desktop Support	Application Rodney Austin	Error Commerce	Microsoft Windows XP Professio Low	Closed TIR Missed: No TTR Missed: No	0.00 0.76
INC000000462846	Michael Olsen Help Desk	Application Julie VanBeekum	None Commerce	Microsoft Office Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000462848	Travis Scott Metro C Help Desk	Network Torrens Arnold	Password Commerce	Novell Client for 32-bit Windows Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000462850	David Furlong Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	Closed TIR Missed: No TTR Missed: No	0.02 0.02
INC000000462872	Kristen Arnold Help Desk	None Julie VanBeekum	None Commerce	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000462875	David Kester Help Desk	None Julie VanBeekum	None Commerce	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000462876	Elaine Barker Help Desk	None Julie VanBeekum	None Commerce	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000462877	Sandra Hess Help Desk	None Julie VanBeekum	None Commerce	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000462878	Tanja Salazar Help Desk	None Julie VanBeekum	None Commerce	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000462879	Carol Swensen Help Desk	None Julie VanBeekum	None Commerce	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000462889	Jan Buchi Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000462890	Laurie Neff Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000462891	Jody Woolf Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

INC000000462892	Sharon Esplin	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000462893	Tabitha McClellan	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000462894	Elliot Lawrence	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000462954	Sharon Esplin	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.69
INC000000463013	Louise McMillian	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.85
INC000000463039	Kathy Archuleta	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.29
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.29
INC000000463107	Connie Call	Application	Error	License Enforcement System		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.65
INC000000463136	Julie Bolinder	Application	None	ZENworks for Desktops		TIR Missed: No	0.05
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.90
INC000000463140	Sandra Garside	Application	None	ZENworks for Desktops		TIR Missed: No	0.01
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.58
INC000000463143	Marcia Corak	Application	None	ZENworks for Desktops		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.04
INC000000463147	Mark Steinagel	Application	None	ZENworks for Desktops		TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.02
INC000000463185	Kathy Archuleta	Application	None	ZENworks for Desktops		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.04
INC000000463198	Tracy Taylor	Application	None	ZENworks for Desktops		TIR Missed: No	0.08
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.85
INC000000463204	Bowen Call	Application	None	ZENworks for Desktops		TIR Missed: No	0.05
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.05
INC000000463207	Jennie Jonsson	Application	None	ZENworks for Desktops		TIR Missed: No	0.01
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.01
INC000000463373	Maria Bishop	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000463446	Cyndy Nelson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.37
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.61

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

INC000000463709	David B Taylor	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.08
INC000000463714	Carolyn Roll	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.42
INC000000463994	Denise Moss	Application	None	Content Manager		TIR Missed: No	0.53
	Application Support	Mya Taaffe	Commerce	Low	Resolved	TTR Missed: No	0.53
INC000000464308	Debra Troxel	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000464331	Debra Troxel	Network	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.36
INC000000464381	Marvin Sims	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000464389	Marvin Sims	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000464595	Jody Woolf	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.05
INC000000464961	Marialie Martinez	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.03
INC000000465259	Michael Pitts	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000465318	John Sims	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	4.26
INC000000465455	Francine Giani	Telecom	Voice Mail	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin	Commerce	Low	Resolved	TTR Missed: No	0.28
INC000000465659	Leah Lindstrom	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000465697	Sally Stewart	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.03
INC000000465851	Missie Stoffel	Telecom	Voice Mail	Telephone		TIR Missed: No	0.23
	Voice Operations	Kelly Johnson	Commerce	Low	Resolved	TTR Missed: No	0.23
INC000000465864	Michael Palumbo	Application	None	Novell GroupWise		TIR Missed: No	0.86
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	2.08
INC000000465962	Jared Memmott	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Paul Lundell	Commerce	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

INC000000466003	Dave Mecham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low Resolved	TTR Missed: No	0.00
INC000000466093	Michele Beck	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low Resolved	TTR Missed: No	0.07
INC000000466253	Brian Hermann	Application	Error	License Enforcement System	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low Resolved	TTR Missed: No	0.49
INC000000466350	Mark Long	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low Resolved	TTR Missed: No	0.00
INC000000466489	Tanja Salazar	None	None	None	TIR Missed: No	0.11
	Metro A Desktop Support	Rodney Austin	Commerce	Low Resolved	TTR Missed: No	0.80
INC000000466540	Marvin Sims	None	None	None	TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low Resolved	TTR Missed: No	0.00
INC000000466637	Rich Oborn	Application	Error	Novell GroupWise	TIR Missed: No	0.06
	Metro A Help Desk	Ed Conrad	Commerce	Low Resolved	TTR Missed: No	1.23
INC000000466808	Rich Oborn	Application	Reporting	Novell GroupWise	TIR Missed: No	0.07
	Metro A Help Desk	Liz Evans	Commerce	Low Resolved	TTR Missed: No	0.30
INC000000466905	Masuda Medcalf	Application	None	None	TIR Missed: No	0.35
	Metro A Desktop Support	Rodney Austin	Commerce	Low Resolved	TTR Missed: No	0.68
INC000000467367	Katherine Klotovich-Wilson	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low Resolved	TTR Missed: No	0.00
INC000000467379	Dane Ishihara	Network	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low Resolved	TTR Missed: No	0.00
INC000000467606	Marvin Sims	None	None	None	TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low Resolved	TTR Missed: No	0.00
INC000000467924	Richard Jaramillo	Network	Performance	Novell eDirectory	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low Resolved	TTR Missed: N/A	
INC000000467959	Susan Higgs	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low Resolved	TTR Missed: No	0.00
INC000000467978	Renda Christensen	Network	Performance	Novell eDirectory	TIR Missed: No	0.09
	Metro A Desktop Support	Rodney Austin	Commerce	Low Resolved	TTR Missed: No	0.58
INC000000468131	Connie Call	None	None	None	TIR Missed: No	0.15
	Metro A Hosting	Tom Carney	Commerce	Low Resolved	TTR Missed: No	0.44
INC000000468350	Lynn Hooper	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low Resolved	TTR Missed: No	0.00

Enterprise Incident Report February 2012

As of 3/1/2012

Commerce

INC000000468418	Lynn Hooper	Network	None	Novell eDirectory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000468483	Casey Coleman	Telecom	Dial Tone	Telephone	TIR Missed: No	0.45
Voice/Data/WAN Services	Spencer Blodgett	Commerce	Low	Resolved	TTR Missed: No	0.45
INC000000468675	Shirlene Kimball	Network	Password	ZENworks for Desktops	TIR Missed: No	0.10
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.61
INC000000468683	Shirlene Kimball	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000468815	Maxine McBurnett	EIS Hardware	None	None	TIR Missed: No	0.72
Strategic Communications	Luis Larios	Commerce	Low	Resolved	TTR Missed: No	1.99
INC000000468865	Lodule Lubanga	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000469307	Adele Bancroft	Application	Error	None	TIR Missed: No	0.02
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.26
INC000000469681	Bela Vastag	Application	None	Gmail	TIR Missed: No	0.26
Application Services	Martin Gonzalez	Commerce	Low	Resolved	TTR Missed: No	3.11
INC000000469690	David Thomson	Network	None	None	TIR Missed: No	0.08
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.42
INC000000469717	Marvin Sims	None	None	None	TIR Missed: No	0.00
Application Development	Clifford Tomlinson	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000469783	Masuda Medcalf	PC/Laptop	None	None	TIR Missed: No	0.03
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.44
INC000000469790	Sandra Hess	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000470138	Lynn Hooper	Network	None	None	TIR Missed: No	0.03
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.13
INC000000470347	Brenda Salter	Application	None	Novell GroupWise	TIR Missed: No	0.40
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.27
INC000000470362	Van Kagie	Network	Performance	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00